

MINUTES OF PPG MEETING – 26 SEPTEMBER 2025

Present

Dr Gladys Obuzor - GP Partner
Georgie Weir – Practice Manager (Minutes)
Simon Peters – Chairman
Jane Upward
Sue Conley
Margaret Quincey
David Sibley
Carol Gardner
Natalie Rayner (Social Prescriber)

Apologies

Jeannette Cooney

Minutes of the last meeting

The minutes of the last meeting held 2 July 25 were read and approved by those present. Dr Obuzor, GP Partner introduced herself as she has not attended a PPG meeting before.

Patient Numbers

Georgie showed a graph over the last 15 years illustrating that patient numbers have remained fairly stable. List size on 1 Sept 25 was 7636, only 54 more patients than 1 Jan 25. PPG queried whether this included the residents at the newly opened Magnolia Care Home, Georgie confirmed that yes it does (only 1 resident at present). The Practice is hopeful of establishing a positive and constructive relationship with the home. A preliminary meeting has taken place with the manager who confirmed that the home is a residential home, not nursing. There is some refurbishment work required at the home to get it up to the expected capacity of 46 beds.

DNAS

The group noted with concern that DNA figures have risen again from approximately 80 per month in June 25 up to nearly 100 per month in July and August. The Practice reported that it has been working with a consultant, funded by the ICB, through the Practice Level Support Programme. A recommendation arising from this work is to install a dedicated cancellation line on the telephone system, linked to an answerphone, enabling patients to leave a message if they wish to cancel an appointment. PPG agreed to implement on a 3 month trial basis.

Heating System

The group was informed of recent heating issues experienced during the transition from summer to autumn. A hole in a radiator caused a leak and temporarily

disrupted the hot water supply. It is hoped that no further significant problems will arise.

Practice Update

Enhanced access is now being run using our own clinicians rather than outsourcing to an agency (which had caused some issues). Our Primary Care Network (PCN) has appointed three new GPs to work at the Fenland PCN practices and cover our enhanced access shifts, they are Dr Kyaw Aung, Dr Muhammad Anwer and Dr Islam Ahmed. Dr Aung and Dr Anwer have both spent some time at Ramsey Health Centre during their GP training. Ramsey Health Centre will be Dr Aung's primary workplace and he will also be working with us on Thursdays and Fridays. The enhanced access initiative offers face-to-face pre-bookable appointments with both doctors and nurses each Thursday evening. Furthermore, remote GP appointments are available to our patients every fourth Friday and every other Saturday (alternating am/pm clinics 09:00-13:00 and 13:30-17:00).

Telephone System

Practice continues to experience minor teething issues with the new phone system. Once these are sorted, they will look at implementing the ring-back option for appointments. Georgie confirmed telephone message is approximately 1 minute long which was deemed to be acceptable (1 minute being the max). If the practice implements the answerphone message for cancellations, they will review the message to ensure it does not exceed 1 minute. Practice prefers to keep the zero tolerance message on the phone as this is still a problem with staff sometimes left in tears. Members acknowledged this whilst also querying whether the reverse situation—patients being upset by staff behaviour—also occurs. Georgie confirmed that this can happen and explained that such instances are reflected upon and managed on a case-by-case basis. It was noted that call recordings can provide an objective record of telephone interactions, though they do not address face-to-face incidents. The importance of compassion in all interactions was emphasised by the group.

Flu Clinic

Revised date for Saturday Covid and Flu clinic is Saturday 18 October. This will be primarily for those over 50 years old that wish to have Covid and Flu co-administered. Georgie will email separately to enquire regarding availability for volunteers on the day to help with signposting and also with a fundraising raffle that we plan to hold to raffle off teddy bear knitted by a patient. Other prize donations welcome.

Patient Pod

System appears to be working better now as nursing team have not raised any issues recently.

Any Other Business

Georgie confirmed that the scenario of somebody raising a 3rd party concern regarding a patient had been discussed at a training session.

An outside tap for watering the courtyard garden is needed – Georgie to chase with NHS Property Services.

Noted by chairman that on arrival staff member wasn't wearing her name badge. Georgie confirmed the member of staff on reception is new and she doesn't have one yet. Georgie to remind staff to wear their name badges and order for those that don't have one.

Natalie reported that dementia support worker appointments have been well attended. Natalie also updated that the practice are working on gaining their Carers Tick Award and hope to have this finalised by June/July 2026. The next step is a talk by Caring Together for patients that is planned for November.

Jane advised that the Memory Support Group currently takes place monthly on the first Tuesday of the month. They have applied for a grant which would enable it to be held weekly. Venue: The Pavillion/Community Hub.

Georgie to have a push for new PPG members before the next meeting including leaflets available on covid/flu clinic day.

Deferred discussion re Terms of Reference to the next meeting.

There being no further business, the meeting closed at 2.05 pm and the next meeting will be held on Tuesday 2 December at 13:00.